



How to Access the Benefits and Entitlements Telephone Automated System

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To use the BEST phone system:

- **Dial 1-800-997-2378 (or commercial 527-2378 if calling within the San Antonio, Texas area).** If calling from outside the United States, you will dial a toll-free direct access number for the country you are calling from. This number may be obtained from your servicing Civilian Personnel Flight (CPF). If you are hearing impaired, you may use our web system or contact a Benefits Counselor as instructed below.
- **Press "2" to access the Benefits and Entitlements services system.**
- **Press "1" for current Air Force-serviced employees.**
- **Press "1" to enter your social security number and PIN; Press "2" if you have forgotten your PIN.**

-- If you press 1, the system will ask you to enter your social security number and PIN. Listen carefully, the system will tell you if it's looking for a four-digit or six-digit PIN. The *first* time you access the automated system, your PIN will be a four-digit number equivalent to your month and year of birth, for example, June 1960 will be 0660. The system will then require you to change your PIN to a six-digit number of your choice, as long as it meets the DoD security guidelines listed below. This six-digit PIN will be your PIN for both the BEST phone and EBIS web systems, unless you change it. If this is not your first time accessing the automated system, your PIN should be a six-digit number that you personally selected.

-- If you press 2, the system will allow you to reset your PIN to a new six-digit numeric code of your choice, after you provide the following information which can be obtained from your most recent Leave and Earnings Statement (LES) or SF-50 (Notification of Personnel Action): your social security number, date of birth, service computation date for leave, civilian pay plan, grade, and step. Once the system verifies this information, it will ask you to input a new six-digit number that complies with the following DoD security guidelines: your PIN must be a combination of numbers that are not easily identifiable, thus, it cannot repeat the same number, cannot equal the first or last six digits of your social security number, cannot equal your date of birth or service computation date for leave, and cannot include any single number repeated three or more times. If your PIN meets these guidelines, you will be prompted to enter your six-digit PIN again. If both entries match, you will hear "Your PIN has been changed."

- **The system will then voice the duty phone number on file for you. If it is correct, press 1, otherwise press 2.** (Overseas employees should exclude their country code.)
- **Once you have cleared the PIN and telephone verification modules,** you will be at the main menu where you will select the program area related to your question. Press 1 for Federal Employees Health Benefits (FEHB), 2 for Retirement, 3 for Thrift Savings Plan (TSP), 4 for Federal Employees Group Life Insurance (FEGLI), 6 to request a Faxed Document, or 9 to Exit the system.

If you need to speak to a Benefits Counselor, call the BEST telephone system and enter your SSN and PIN. When you reach the main menu, press the number for the program area relating to your question, and then press "0" to be transferred to a counselor.

Hearing impaired employees with access to Telecommunications Device for the Deaf (TDD) equipment may reach a Benefits Counselor by calling our TDD number: 1-800-382-0893 (or commercial 565-2276 if calling within the San Antonio area). If located overseas, you will dial a toll-free direct access TDD number, which you can get from your CPF.

Benefits Counselors are available Monday - Friday, 7 a.m. - 6 p.m. Central Standard Time (CST).

If you are unable to access the phone system, please notify your servicing Civilian Personnel Flight.